

# ASSESSOR

## DESCRIPTION

The Department of Real Estate Assessments is responsible for the annual assessment of all real estate in Chesterfield County and for the maintenance and retention of accurate and up-to-

date property records. Property records are available to the public. The Department also administers the Land Use Assessment Program.

## FINANCIAL ACTIVITY

	<b>FY2000 Actual</b>	<b>FY2001 Adopted</b>	<b>FY2002 Biennial Planned</b>	<b>FY2002 Adopted</b>	<b>Change FY2001 to FY2002</b>	<b>FY2003 Projected</b>	<b>FY2004 Projected</b>	<b>FY2005 Projected</b>
<b>Personnel</b>	\$2,034,495	\$2,103,900	\$2,164,700	\$2,156,600	2.5%	\$2,221,300	\$2,287,900	\$2,356,700
<b>Operating</b>	220,290	277,200	277,200	310,600	12.0%	310,600	310,600	310,600
<b>Capital</b>	<u>1,126</u>	<u>13,600</u>	<u>9,600</u>	<u>8,500</u>	-37.5%	<u>8,500</u>	<u>8,500</u>	<u>8,500</u>
<b>Total</b>	\$2,255,911	\$2,394,700	\$2,451,500	\$2,475,700	3.4%	\$2,540,400	\$2,607,000	\$2,675,800
<b>Revenue</b>	<u>9,739</u>	<u>8,000</u>	<u>8,000</u>	<u>8,000</u>	0.0%	<u>8,000</u>	<u>8,000</u>	<u>8,000</u>
<b>Net Cost</b>	\$2,246,172	\$2,386,700	\$2,443,500	\$2,467,700	3.4%	\$2,532,400	\$2,599,000	\$2,667,800
<b>FT Pos.</b>	42	43	43	43	0	43	43	43

## BUDGET ANALYSIS AND EVALUATION

The Real Estate Assessor's office will experience a modest 3.4% increase over the FY2001 budget for FY2002. Projected personnel costs will grow at 2.5%, a small increase due to retirements and turnover in the Department. Savings in personnel and capital have allowed the Assessor's office to dedicate more resources to operating needs. The FY2002 budget includes funding for an anticipated increase in software licensing costs for online access to property transfer information via the LOGAN system.

Like many County departments, the Real Estate Assessor's office will continue to be impacted by technological changes in the coming years. During FY2001, the database used by the Assessor's office for property records was converted from a Microsoft Access database to an Oracle database, allowing for greater capacity and integration with the upcoming Chesterfield Development Information System (CDIS) in the County's community development departments. For more information about CDIS, see the Community Development Administration narrative.

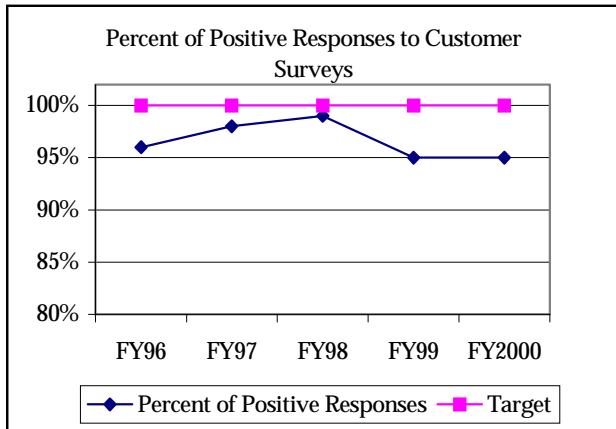
# ASSESSOR

## HOW ARE WE DOING?

**Goal:** Consistently exceed customer expectations. Supports Countywide Strategic Goal Number 1.

**Objective:** Provide prompt, courteous, and knowledgeable responses to all inquiries

**Measure:** Percent of positive responses to customer surveys



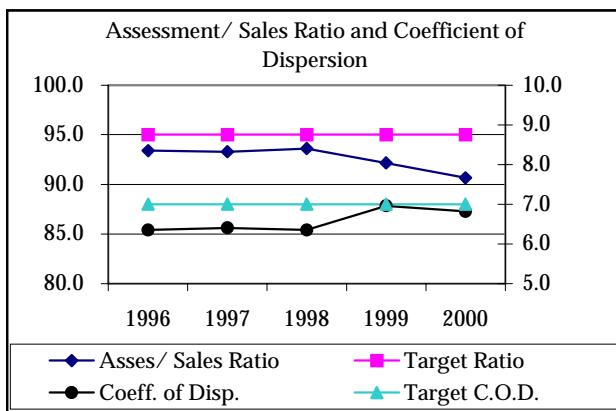
### Initiatives

- Customer surveys distributed at front counter
- Customer surveys mailed with appeal reviews
- Customer service training for all employees

**Goal:** To be a recognized leader in the assessment field. Supports Countywide Strategic Goal Number 6.

**Objective:** Ensure assessment integrity

**Measure:** Median assessment/sales ratio and coefficient of dispersion



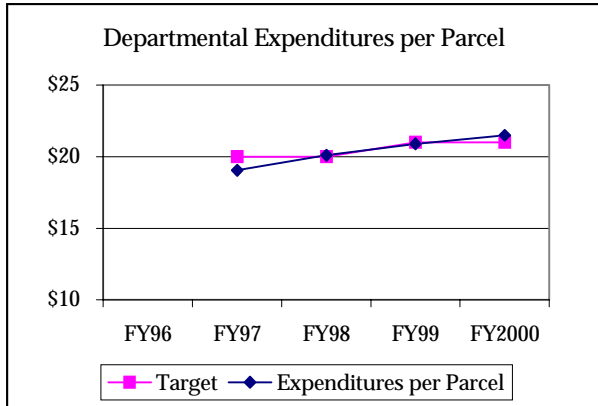
### Initiatives

- Annual reassessments of all properties
- In-house and outside appraiser training
- Assessment guidelines
- Weekly reviews of current sales/ assessment ratio

Note: The Virginia Department of Taxation annually publishes the Assessment/ Sales Ratio Study. The basis for the information reported in this document is the actual selling price of the property divided by its assessed value at the time of sale. These ratios are averaged for each locality in the state, and the average is reported as the locality's assessment/ sales ratio. The report also includes the coefficient of dispersion, which measures the variation between the ratios for individual properties. The latest report provided by the Department of Taxation is for 1998. Information included in this graph for 1999 and 2000 are estimates provided by the Assessor's office based on the formulas used by the state. For more information about assessment/sales ratios, visit the Department of Taxation's website at <http://www.tax.state.va.us/publications.htm>.

# ASSESSOR

**Goal:** To be a recognized leader in the assessment field. Supports Countywide Strategic Goal Number 6.  
**Objective:** To ensure fiscal integrity of resource allocations  
**Measure:** Annual expenditures to parcel count



## Initiatives

- Departmental focus on fiscal responsibility
- Automation enhancements

## WHERE ARE WE GOING?

New technology will bring many positive changes for the Real Estate Assessor's office. In future years, technological advances will reduce the time appraisers and administrative personnel spend on routine tasks. For example, with the development of the Chesterfield Development Information System (CDIS) and the conversion of real estate records to Oracle, appraisers within the Assessor's office will be able to access real time information on a building's construction status, thereby reducing the cycle time for the appraisal of new construction.

Technology will change the way the Assessor's Office serves its customers and employees. In response to customer requests, the Office is working on plans to put real estate assessment records on the Internet for

easy customer access. In future years, appraisers may have the opportunity to telecommute, thus alleviating the need for additional workspace on the County campus.

Despite the Department's continued use of advanced technology, projected growth in the County will necessitate additional personnel within the Real Estate Assessor's office. The Department anticipates the need for two additional appraisal positions within the next two to five years.

Projections for FY2003 – FY2005 assume moderate growth in personnel costs and hold operating costs constant.